



## RETURNS POLICY

At CAMILLA, we pride ourselves on our luxurious designs, intricate embellishments, and quality craftsmanship. In the instance that you change your mind, or your purchase is not suitable or the piece is faulty, the following terms and conditions apply.

All items must be managed from their original purchase source i.e. to a CAMILLA Retail boutiques or the CAMILLA Online Store depending on where you purchased your piece from in the first instance.

## RETURNS POLICY - ONLINE STORE

Full priced items purchased on the Online Store can be returned for a store credit or a refund in the instance that:

- The goods are in original condition (meaning they have not be worn, altered, damaged or washed).
- All tags are still intact and in the original packaging.
- Proof of purchase is provided, in the form of the transactional receipt or invoice; and
- The goods are returned within 30 days of the original purchase date.
- The following items are non-refundable/exchangeable for other items due to health restrictions: lingerie, swimwear, hosiery, intimates and jewellery.

Sale or markdown items are only available for store credit providing the item(s) meet the criteria for normal returns. However, if an item is assessed and considered faulty, CAMILLA offers a number of suitable solutions:

- A repair of the product, where possible
- A replacement product
- A refund of the original purchase amount

## ONLINE CUSTOMER RETURNS SHIPPING

Return shipping must be sent back to the CAMILLA Online Store within 30 days of receipt. This must be prepaid and traceable to ensure safe and documented delivery. CAMILLA takes no responsibility for missing incoming deliveries of a return. Original shipping charges are non-refundable and charges for returned items are responsibility of the customer.

## LATE RETURNS

Your item(s) should be sent back to us within 30 days. Returns outside these timeframes may be accepted at the discretion of CAMILLA and may only be refunded as an online store credit.

## RECEIVING A REFUND

Your refund will be credited to the original payment method or as an online store credit to your CAMILLA account. Returns are processed on Tuesdays and Thursdays. Refunds can take up to 5 working days to show on your account due to varying processing times between payment providers and you'll receive an email notifying you of when the process is complete.

To see the CAMILLA Online Store full returns policy please visit [camilla.com.au/us](https://camilla.com.au/us)



## HOW TO RETURN

For the return of CAMILLA Online Store purchases that meet these requirements:

1. Please email [online@camilla.com.au](mailto:online@camilla.com.au) to request a returns authorisation number (RA#.).  
Please note: Returns will not be accepted without appropriate paperwork and an RA#.
2. Please fill out the online returns form
3. Send the returns form with your return item(s) to:

Att: CAMILLA ONLINE  
C/O BERGEN LOGISTICS  
15905 Commerce Way  
Cerritos, CA 90703

DATE \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

ORDER NO# \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

RETURNS AUTHORISATION NO# \_\_\_\_\_

YOUR CONTACT NO# \_\_\_\_\_

I WOULD LIKE TO (PLEASE CIRCLE) >> REFUND / ONLINE STORE CREDIT

REASON FOR REFUND CODE		
1. LOOKS DIFFERENT FROM IMAGE	2. ARRIVED TOO LATE	3. POOR QUALITY/FAULTY
4. DOESN'T FIT PROPERLY	5. DOESN'T SUIT ME	6. INCORRECT ITEM RECEIVED
7. PARCEL DAMAGED ON ARRIVAL	8. ORDERED MORE THAN ONE SIZE	9. OTHER

QTY	PRODUCT CODE	DESCRIPTION	REASON CODE

OTHER REASON: \_\_\_\_\_

NEED HELP? Call: +61 2 8353 1816 Email: [online@camilla.com.au](mailto:online@camilla.com.au) Customer Care Hours: Monday - Friday 9am - 5:30pm AEST